

Please read the information below before submitting your consumer complaint form

You may want to review our consumer brochures and help topics located on our website before you file a consumer complaint. This information may help you decide if you want to file a consumer complaint and provides details on the kinds of complaints we cannot informally mediate.

Website: <http://www.atg.wa.gov/ContactUs/HelpByTopic.aspx>

What types of complaints do we informally mediate?

- Disagreements between businesses and their customers. Either the business or the consumer must be located in Washington State.

****** If your complaint does not involve a consumer dispute with a business, please complete the Contact Us form at: <https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx>, or contact us by mail at the address on the complaint form. This will ensure a prompt response to your non-consumer related issue. ******

We do not informally mediate the following types of complaints:

- Criminal matters
- Complaints against the State or other government agencies
- Claims about the quality of health or legal services
- Personal disputes between individuals
- Homeowner/Condo association complaints/disputes
- Workplace disputes
- Discrimination claims
- Matters that are being or have been litigated
- Landlord/Tenant disputes
- Civil rights violations

How do I file a consumer complaint? You can file online or by mail:

- Complete the paper or online complaint form. *Online forms take less processing time.*
- Provide all required information identified on the form with an asterisk (*).
- Do NOT provide personal or sensitive information that is not necessary to understanding your complaint. All complaints received by our office are considered public records and are subject to disclosure under the Public Records Act. You may read our privacy policy at <http://www.atg.wa.gov/PrivacyNotice.aspx>

Online Consumer Complaint Form: (<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>.)

Paper Consumer Complaint Form: Mail paper complaint forms to the address on the complaint form.

How do we process your complaint and how long does it take?

If we are able to informally mediate your complaint, the complaint form and all your documents submitted will be forwarded to the business within 7 business days of our receipt. The business will be asked to respond within 21 business days. If a response is not received, a second request will be made to the business. You will be notified of the business's response when received. If the business does not respond we will notify you and include possible alternatives to resolving your complaint. Please note that our office cannot compel a business to respond to a consumer complaint, however, your complaint will remain a part of our public record.

If your complaint regards an issue we do not informally mediate, we may handle it by: (1) Referring it to another state or federal agency. If we refer your complaint, you will be notified of the name and address of the agency; or (2) transferring it to another division of the Attorney General's Office. If your complaint is transferred to another division within the Attorney General's Office, you will be contacted by that division.

If your complaint is incomplete or illegible, we will not be able to process your complaint.

Before you submit your complaint, please review this checklist to ensure prompt and accurate processing

- | | |
|---|--|
| <input type="checkbox"/> Complaint type can be processed by the Attorney General's Office | <input type="checkbox"/> Considered filing online form |
| <input type="checkbox"/> Protected personal and sensitive information | <input type="checkbox"/> Reviewed online help topics |
| <input type="checkbox"/> Form completed with all required information | <input type="checkbox"/> Signed form and declaration |

CONSUMER COMPLAINT
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
STATEWIDE TOLL FREE 1-800-551-4636
(206) 464-6684

File your complaint online at www.atg.wa.gov for faster processing.

In order to informally mediate your complaint, the Attorney General's Office will send a copy of your complaint to the business (es) identified in your complaint. ***You must check the YES or NO box below AND complete all required fields on this form.*** If you do not check one of the boxes AND complete all required fields on this form, we will not be able to informally mediate your complaint.

☐ **Yes - Send a copy of my complaint to the identified business or businesses.**

☐ **No - Do not send a copy of my complaint to the business.** I understand that by checking **NO**, the Attorney General's Office will not be able to informally mediate my complaint, but will keep my complaint as a public record.

CONSUMER INFORMATION

***REQUIRED FIELDS (Please print or type)**

*Name _____
*Last**First**Middle Initial*

* Email Address: _____ **OR**

* Mailing Address: _____

*City: _____ State _____ Zip _____

Phone: Cell: (____) _____ Day: (____) _____ Evening: (____) _____

BUSINESS INFORMATION

*** REQUIRED FIELDS (Please print or type) We may be unable to informally mediate your complaint if we do not have a mailing address or email address of the business.**

*Name of business you are complaining about:

Email Address: _____ **OR**

Mailing Address: _____

City: _____ State _____ Zip _____

Phone: (____) _____ Fax: (____) _____ Toll-free number: _____

Name of Owner or Manager (if known):

Name and address of any other business involved in your complaint:

Item (s)/services purchased: _____

Cost of item or service: \$ _____ Did you sign a contract? _____ Date of transaction: ____/____/____

Salesperson's name: _____

Was an advertisement involved? _____ Date of Advertisement ____/____/____ (Please send a copy of the advertisement if available.

ABOUT YOUR COMPLAINT

Have you filed a complaint about this business with the Attorney General's Office before? Yes ☐ No ☐ If Yes, list the file number _____

Have you contacted a private attorney? Yes ☐ No ☐

Is there a court or other legal proceeding pending? No ☐ Yes ☐ If YES, please explain:

EXPLAIN YOUR COMPLAINT IN DETAIL (use additional pages if necessary):

What do you think the business should do to resolve your complaint? (Circle One)

REFUND

DELIVER PRODUCT

PERFORM SERVICE

*OTHER (REQUIRES EXPLANATION)

Explain what would resolve your complaint if you have circled "OTHER"

Disclaimer and Signature:

Consumer complaints filed with the Attorney General's Office are subject to public disclosure. **Please do NOT include sensitive personal information or documents containing sensitive personal information that are not critical to understanding your complaint.** To learn how we safeguard your personal information, please read our Privacy Policy at:

<http://www.atg.wa.gov/PrivacyNotice.aspx>. Your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

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I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

By signing this complaint form, I understand that the Washington State Attorney General's Office will contact the party (ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party (ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

Signature

Date

City and State where signed

SUBMIT COPIES ONLY – DO NOT INCLUDE ORIGINAL DOCUMENTS

Office of the Attorney General
Consumer Protection Division
800 Fifth Avenue, Suite 2000
Seattle, Washington 98104-3188
1-800-551-4636 or (206) 464-6684 Fax (206) 389-2801